IT Services Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

IU SCHOOL OF MEDICINE FORT WAYNE
IT Services’ Service Level Agreement: IU School of Medicine - Ft. Wayne

This service level agreement describes the computer services provided by IT Services in support of the IU School of Medicine (IUSM) - Ft. Wayne faculty and staff.

A. HELP DESK

IT Services’ Help Desk was implemented, as a central point of contact, to provide computing related assistance to IPFW faculty, staff and students. It is located in Kettler Hall, room 206 and can be reached, by telephone, at 481-6030, or by email, at Helpdesk@ipfw.edu.

<table>
<thead>
<tr>
<th>NORMAL HOURS OF OPERATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday-Thursday 7:30AM - 6:00PM</td>
</tr>
<tr>
<td>Friday 7:30AM - 5:00PM</td>
</tr>
<tr>
<td>Weekends - CLOSED</td>
</tr>
<tr>
<td>The Help Desk phone has a front-end menu allowing quick retrieval of IPFW system status and other computing information. After-hours, callers can also leave a message.</td>
</tr>
<tr>
<td>Voice mail and email messages, received during closed hours, will be reviewed the following workday between 7:30AM and 9:30AM.</td>
</tr>
</tbody>
</table>

B. REQUEST FOR SERVICES

Request for Accounts

Requests for Accounts are handled through the IT Services’ web site at http://www.its.ipfw.edu/regs/forms/. When the account has been created, the faculty or staff member will be contacted by IT Services to schedule an orientation session. The faculty or staff member must be trained to use their account before their account will be released to them.

Training

Training available through IT Services is listed on our web site at http://www.its.ipfw.edu/training/short-courses.html. Course descriptions, course schedules and registration are available through our web site.

Software Requests

The list of site-licensed software is available at IT Services’ web site at http://www.its.ipfw.edu/resources/software/sitellicenses.html. Most of these software applications can be installed on your university-owned workstation through IPFW’s special network utilities, the DOS-based Imenu or the Netware 5 Install Menu. For instructions on using these utilities visit our website at http://www.its.ipfw.edu/resources/software/IPFWINcons.html

Requests to add new software applications to the campus network are reviewed by the Academic Computing and Information Technology Advisory Committee (ACITAS). If approved by ACITAS, request would be forwarded to the
Information Technology Policy Committee (ITPC) for funding. If funding is available, ITPC will forward request to IT Services for review. The review will be made from the view of maintaining an overall stable campus computing environment, IT Services’ ability to support the requested software, and software licensing considerations. For further details on this process go to http://www.its.ipfw.edu/regs/SPP/facstaff_soft_SPP.PDF

Requests to add departmentally funded software applications to the student-access labs are initiated at http://www.its.ipfw.edu/regs/forms/lab_request.html To facilitate your request, be as specific as possible. Please provide all software and instructions at least two weeks prior to date required to ensure it is ready when you need it.

Hardware Upgrade Requests

Requests for installation of additional workstation hardware and peripherals are handled through the Help Desk. Call the Help Desk to make your request. If there is any question as to what part is needed, Help Desk will assign a track (work order) to a technician. The technician will visit the workstation in question to ascertain the needed part information. Once we have the part information, the IT Services’ secretary can provide an estimate of the cost and/or order the merchandise. We require your department account number to place the order. Once the new part has arrived, a technician will install the equipment, unless otherwise directed by the customer. The purchased part will be charged back to the department.

New Workstation Installations

IT Services will be notified by Purchasing when a new PC or Mac is ordered by your Department. IT Services will send a questionnaire to the contact person. New computer installations are scheduled according to completion of related paperwork to IT Services, arrival of equipment, availability in the ITS master schedule, and the schedule priority of the customer.

New Peripheral Equipment

Installation of new peripheral equipment such as printers or scanners will need to be scheduled through the Help Desk. When the equipment has arrived, contact the Help Desk to open a track for its installation. These tracks have a response time of five to seven working days.

Request for Data File Retrieval

IT Services Operations routinely backs up files on campus servers to tape on a daily basis to provide disaster and data loss recovery. Daily and weekly tapes are kept for three weeks. The monthly tapes are kept for three months. The individual and department files stored on the I:, O: and P: drives are included in this backup. Should a restore of an individual’s or departmental file(s) be required, go to http://www.its.ipfw.edu/regs/forms/restore.html and follow the instructions.

The hard drive (C: drive) on an individual’s workstation is not included in this backup. The faculty or staff member is responsible for backing up files stored on their hard drive.

Document Scanning

Faculty and staff may use the equipment in the KT206 demonstration area during IT Service’s Help Desk business hours only. This equipment includes a
Power Macintosh, a Gateway 2000 PC, a HP laser printer, and 2 HP color scanners for document and image scanning. Instructions for logging on and for using the scanner are posted. Scanners are located in each of the Student-Access labs for use by IPFW students.

C. LAB SUPPORT

IUSM - Ft. Wayne has a lab in CM312. The lab consists of six Gateway Pro V933's and an Epson Stylus 640 printer. Printer hardware support and supplies are the responsibility of Medical Education; however, IT Services does configure the external print server. Lab users logon to the network tree with the generic id CM312Lab. IUSM staff provides first-tier support and ITS provides second- and third-tier support as described in the table below.

<table>
<thead>
<tr>
<th>First-Tier Support</th>
<th>Second-Tier Support</th>
<th>Third-Tier Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine daily support and maintenance</td>
<td>Problem diagnosis and resolution not resolved by first-tier support</td>
<td>Network connection to server for software and printing capability</td>
</tr>
<tr>
<td>Initial client troubleshooting</td>
<td>New installations or upgrades to hardware</td>
<td>Internet Connection</td>
</tr>
<tr>
<td>Installation or upgrades to software on hard drives</td>
<td>External print server configuration</td>
<td>Server support including backups and restores</td>
</tr>
<tr>
<td>Use bootable cd if workstation malfunctioning</td>
<td>Notify third-tier support of any network card changes affecting lab logins</td>
<td>Changes to generic logins as needed with network card changes</td>
</tr>
<tr>
<td>Escalating unresolved issues to second-tier support</td>
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</tr>
</tbody>
</table>

D. REQUESTS FOR DESKTOP SUPPORT

IPFW faculty and staff should perform some preliminary troubleshooting before calling IT Services’ Help desk. IT Services will provide first-tier, second-tier and third-tier support, depending on the specific provisions of the Service Level Agreement covering the requestor’s organization. The following table describes these functions.
Summary of Support Services

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<tr>
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<tbody>
<tr>
<td>Ensure power plugs are well seated</td>
<td>Reset of passwords for IPFW accounts (requires picture id)</td>
<td>Desktop support on workstation problems unresolved by first-tier support</td>
<td>Network connection to server for software and printing capability</td>
</tr>
<tr>
<td>Ensure all hardware components are powered on</td>
<td>Basic problem resolution steps for desktop workstations</td>
<td>Provide warranty service for Gateway or Omni-Tech hardware</td>
<td>Mainframe Availability</td>
</tr>
<tr>
<td>Check printer for jams, sufficient paper and cable is attached</td>
<td>Escalate any unresolved desktop problems to second-tier support</td>
<td>Printer support unresolved by first-tier support unless hardware related</td>
<td>Internet Connection</td>
</tr>
<tr>
<td>Ensure keyboard is in the proper case</td>
<td>Basic problem resolution for printer problems unless hardware related.</td>
<td>Follow-up with customer</td>
<td>Follow-up with customer</td>
</tr>
<tr>
<td>Write down the steps taken prior to the problem occurring &amp; complete error message</td>
<td>Escalate any systemwide problems to third-tier support</td>
<td></td>
<td>Scanning Servers for virus or security violations</td>
</tr>
<tr>
<td>Reboot, logon and try to recreate the error</td>
<td>Follow-up with customer</td>
<td></td>
<td></td>
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</tbody>
</table>

D. SCOPE OF SERVICES

Providing the Computing Environment

IT Services will assure availability to the local area network.

IT Services will apply routine software maintenance and upgrade applications software releases for the campus-wide licensed software listed at URL http://www.its.ipfw.edu/resources/software/sitelicensces.html and for associated operating and utility systems. Releases will be applied to the campus network as soon as they are deemed to be reliable and fit within the standard campus IT environment. IT Services will make these determinations in conjunction with requestor.

Providing ITS Operations Support

IT Services’ Help Desk will work with the IPFW faculty or staff member to assist in diagnosis and correct technical problems which prevent proper use of their university-owned computer software and hardware. This support includes off-campus university-owned computer equipment which is brought to IT Services Help Desk. Printer hardware support is not provided by IT Services. Maintenance contracts for printer support are handled through Purchasing or...
contact a printer repair service for ad hoc printer service.

How to use the various software applications is the responsibility of the IPFW faculty or staff member. IT Services provides short courses as described on our web site at http://www.its.ipfw.edu/training/short-courses.html IT Services’ Help Desk, also, has manuals, CD-Rom and video training resources available for checkout for the more widely-used software applications, and handouts for basic ‘How to Use’ information. See the above URL for a list of the CD-Rom and video resources available. Other resources for software training or questions are Continuing Education, vendor web sites or IU knowledge base at http://kb.indiana.edu/

E. AVAILABILITY OF SERVICES

Business Hours Support

IT Services will provide support services indicated under Scope of Services 7:30 A.M. to 6:00 P.M. Monday-Thursday, and 7:30 A.M. to 5:00 P.M. on Friday.

Outside Business Hours Support

The operating status of all ITS’ supported campus servers are electronically monitored 24 hours a day, 7 days a week. However, any problems detected would be addressed when Network support personnel are available to do so. There is no routine support response time established for desktop units or printers during night and weekend hours, unless special coverage arrangements are negotiated with IT Services for specific events.

F. PROCESSES

Service Response Time Goals During Business Hours

If the Help Desk consultant cannot resolve the problem, he or she will open a track (work order) or refer you to another source. These tracks will be entered into a database; assigned a priority based on the severity of the impact as identified by the caller; escalated to second-tier support or third-tier support; and serviced according to the following chart:

<table>
<thead>
<tr>
<th>PROBLEM CATEGORY</th>
<th>RESPONSE TIME*</th>
</tr>
</thead>
<tbody>
<tr>
<td>SYSTEMWIDE: Mainframe, or network server</td>
<td>15 minutes</td>
</tr>
<tr>
<td>SYSTEMWIDE: Software application (e.g.- Groupwise, WordPerfect, or a networked printer)</td>
<td>1 hour</td>
</tr>
<tr>
<td>INDIVIDUAL: [ASAP] - The caller is down with no other computing resource alternative.</td>
<td>4 hours</td>
</tr>
<tr>
<td>INDIVIDUAL: [Very High] Caller has other means of access today but needs within a day</td>
<td>1 work day</td>
</tr>
<tr>
<td>INDIVIDUAL: [High] - The problem is important, but not critical. The caller can still work, or has other means of access.</td>
<td>1-3 working days</td>
</tr>
</tbody>
</table>
**Problem Category** | **Response Time**
---|---
**Individual: [Medium]** - The problem is annoying, but does not interfere with the caller’s work. Any off-campus university-owned Mac or PC brought to ITS Help Desk | 3-5 working days

**Individual: [Low]** - Software installations that are not available on the install menus, or peripheral equipment installations. | 5-7 working days

**Individual: Special projects and New microcomputer installations/moves** | New computer installations are scheduled according to completion of related paperwork to IT Services, arrival of equipment, availability in the ITS master schedule, and schedule priority of the customer.

**Individual: Equipment moves that are not part of a new computer install/replacement.** | 1-2 Weeks

**Individual: Miscellaneous projects.** | As time allows

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**Response Time** is defined as the time between receipt of the call and the time that an IT Services’ employee begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

**Escalation Procedures**

If your problem has not been addressed in the specified time frame, or if the service you received was not satisfactory, contact the following personnel.

**TO ESCALATE A PROBLEM, CONTACT THE FOLLOWING PERSONNEL**

- Cyndy Elick, Manager Operations/Help Desk (6204)
- Mary Schoeler, Manager User Support (6197)
- Robert Kostrubanic, Director IT Services (6196)

**Reporting Procedures**

Prior to contacting IT Services Help Desk these basic troubleshooting steps should be taken:

- Ensure power plugs are well seated.
- Ensure all hardware components are turned on.
- Ensure keyboard is in the proper case (caps lock key not on)
- Write down the steps taken prior to the problem occurring
- Reboot, logon and try to recreate the error
- If printer problem, check for printer jams, cables attached, turn printer off for 30 seconds and turn back on.

If the problem still persists, contact IT Services’ Help Desk at 481-6030, select option zero. If appropriate, the Help Desk consultant will try to identify and resolve the problem over the telephone. He or she will ask several questions regarding the problem and related symptoms. Be prepared to have the following information available when calling:

Sept. 13, 2001
### WHAT TO PROVIDE WHEN CONTACTING THE HELP DESK

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal and Machine Information</td>
<td>Name, network username, telephone number, building and room number, machine location of person experiencing the problem</td>
</tr>
<tr>
<td>Computer Information</td>
<td>Type of computer or printer, or other peripheral and operating system, and property tag number or machine identification number</td>
</tr>
<tr>
<td>Software Information</td>
<td>If problem is with a software application what is the name of the software and the version?</td>
</tr>
<tr>
<td>Problem Information</td>
<td>Problem description, exact keystrokes, or error messages (if any) Can you reproduce the problem? What steps were taken to resolve problem?</td>
</tr>
</tbody>
</table>

### IT Services’ Service Level Agreement: IU School of Medicine - Ft. Wayne

#### Agreement Partnership Document

The signers of this document agree that their responsible areas will conduct IT support services according to the content of this Service Level Agreement.

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**Director, I.U. School of Medicine - Ft. Wayne**

**Date**

**Director, Information Technology Services**

**Date**

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Sept. 13, 2001